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Summary

The article analyses the process of integration of psychological and legal knowledge, interpenetration, consolidation, unification of knowledge, the gradual change of individual didactic elements, which are included in the large number of connections and relationships.

Keywords: law enforcement officer, linguistics, interdisciplinary relations, integration, psychology, speech competence, education.

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COMMUNICATIVE COMPETENCE AS A COMPONENT OF THE PROFESSIONAL SKILL OF THE INVESTIGATOR

Інна Шинкаренко, Тетяна Пакулова. КОМУНІКАТИВНА КОМПЕТЕНЦІЯ ЯК СКЛАДОВА ПРОФЕСІЙНОЇ ПІДГОТОВКИ СЛІДЧОГО. Об'єктивний аналіз діяльності працівників органів досудового розслідування дозволяє описати класи ситуацій професійного спілкування які, потребують від них відповідної професійною комунікативної компетентності.

У статті пропонується аналіз «ланцюга» діяльності працівника Національної поліції на прикладі діяльності слідчого з точки зору професійних комунікативних якостей, необхідних для фахового виконання його професійної діяльності. Виокремлено основні складники зазначених компетентностей та розглянуто специфіку комунікативних навичок працівників органів досудового розслідування з урахуванням вимог сучасності. Значну увагу приділено умінню свідомо керувати вербальними і невербальними проявами емоцій, вести конструктивний діалог як з правопорушниками, так і з неповнолітніми (малолітніми) та іншими категоріями громадян. Звертається увага на вдосконалення комунікативної компетентності працівників Національної поліції шляхом проведення соціально-психологічного тренінгу, що в свою чергу сприяє формуванню професійної майстерності фахівців.

Спілкування з правопорушником часто є маніпулятивним; суб'єкт – це об'єкт, де злочинець намагається діяти як активний суб'єкт, керуючи ситуацією. Навик слідчого часто своєчасно виявляти поведінку гри, зустрічну гру та ефективно взаємодіяти. У цьому складному процесі спілкування важливими професійними комунікативними якостями є: контроль за станом, який впливає на сприйняття ситуації та взаємодію з правопорушником; чутливість до особистості злочинця; здатність створити відповідні умови, за яких можна проводити подальшу роботу відповідно до умов особистості.

Виокремлено основні складники зазначених компетентностей та розглянуто специфіку комунікативних навичок працівників органів досудового розслідування з урахуванням вимог

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сучасності. Значну увагу приділено умінню свідомо керувати вербальними і невербальними проявами емоцій, вести конструктивний діалог як з правопорушниками, так і з неповнолітніми (малолітніми) та іншими категоріями громадян. Звертається увага на вдосконалення комунікативної компетентності працівників Національної поліції шляхом проведення соціально-психологічного тренінгу, що в свою чергу сприяє формуванню професійної майстерності фахівців.

До активних засобів навчання, які забезпечують досвід професійних ситуацій спілкування, віднесено: тренінг чутливості, навчання партнерської комунікації, навчання ефективному співробітництву в групі, тренування взаємодії в агресивному середовищі. Доведено, що за допомогою системи тренінгів та квестів можна досягти цілеспрямованого формування професійної комунікативної компетентності за короткий проміжок часу, а отже, підвищити професійну майстерність.

Ключові слова: комунікативна компетентність, агресивне середовище, комунікативні уміння, малолітні (неповнолітні), соціальна перцепція, тренінг.

Problem statement. The communicative activity of an investigator is a very important aspect in the process of which the addressee (investigator) must obtain the information necessary to investigate the crime from people through communication with them.

Communicative activity is the ability to understand a person, to feel him, to manage his emotional environment through verbal and non-verbal interaction.

Among the basic principles of communication contact are the following: legality, morality, knowledge of the investigators of the basics of practical psychology, mastering the techniques of psychological communicative contact, the ability to avoid conflict situations, mastering the initiative during a communication act. [2, p. 15]

Analysis of publication that started solving this problem. Various aspects of the professional development optimization of the personality of the National Police employee are in the centre of attention of scientific achievements of D.O. Alexandrov, V.G. Androsyuk, V.I. Barka, Y.B. Irkhin, S.M. Irhin, L.I. Kazmyrenko, V.P. Kazmyrenko, M.V. Kostitsky, S.D. Maksimenko, V.S. Medvedev, O.V. Timchenko, L.D. Udalova, O.V. Shapovalov, Yu.M. Schwalba, S.I. Yakovenko and others. Significant contribution to the study of communication problems was made by G.M. Andreeva, V.M. Bektere, O.O. Bodalev, L.S. Vygotsky, O.O. Leontiev, B.F. Lomov, V.O. Noskov, S.L. Rubinstein, V.N. Panfiorov, O.V. Skripchenko, I.I. Chesnokova, T.S. Yatsenko and others. But the problem of the professional communication psychological peculiarities of the bodies of pre-trial investigation employees has received insufficient attention, which explains the relevance of our research.

Our analysis of the scientific literature revealed the lack of unity in the approaches to the nature and content of the definition «communicative competence» of employees of pre-trial investigation bodies in psychological doctrine, which creates the basis for further research in this area.

Among the large group of professions «person-to-person» the profession of the investigator stands out for its specificity, which requires the use of special techniques adapted to the criminal environment and methods of interaction and influence of the investigator on the criminal process participants. It should be noted that sociability in the profession of an investigator plays one of the most important roles [9, p. 52].

The article's objective is to consider the essence of the content of professional communication of investigators, its components, to distinguish the specific characteristics of professional communication in the activities of employees of pre-trial investigation bodies.

Basic content. At all the stages of the investigation, the psychological interaction of the investigator with other participants in the criminal process is carried out. The basis of such interaction is information and intentional (selectively directed) processes. Each of the parties is the source and recipient of the information on the basis of which the parties evaluate each other, develop appropriate strategies and tactics of behavior. For this purpose a variety of information is used: content and meaning of language messages, intonations of language, gestures, facial expressions, pantomime (outside), appearance, emotional-situational reactions, there are certain psychological phenomena of interpersonal perception:

- identification – understanding and interpretation of the perceived person by identifying with him;
- socio-psychological reflection – the interpretation of a person, perceived by thinking about it;
- empathy – understanding the person perceived through emotional feeling, empathy with his condition;

- stereotyping – an assessment of a person's perception of the traits that are inherent in a particular social group.

Some stereotypical ideas about other people often come across age, gender, national, etc. grounds. For example, «all these young people», «all these olds», «all these traffickers», «all these Caucasians», «all these witnesses», «all these criminals». It is often sufficient to create another person's negative image so that he or she, a «human – interlocutor», comes out for the investigator through the lens of a created negative set [3, p.121].

The range of actions of the investigator on the disclosure of crimes results from the conditions of the aggressive communicative environment: confrontation of witnesses, search, and so on. The term «aggressive communication environment» refers to all areas of an investigator's contact, is associated with negative emotional tension, confrontation of positions, open conflict of various degrees, manifestations of psychological struggle. One of the types of communication in an aggressive communicative environment is a hidden psychological struggle. At the basis of this class of communicative situations is a series of hidden transactions of communication, the purpose of which is to obtain moral or material gain, that is, psychological play [10, p. 18]. At the social level, such an interaction is masked by socially acceptable, but it is based on a hidden message, which is a psychological trap according to the «slack». Any investigator, a person with inherent traits, hobbies, needs that, when interacting with a fraudster, can be found in such a trap. Communication with the offender is often manipulative; the subject is the object where the offender tries to act as an active subject in control of the situation. An investigator's skill is often to detect game behavior, counter-play, and interact effectively in a timely manner. In this complex communication process, important professional communicative qualities are: controlling one's state, which influences perception of the situation and interaction with the offender; sensitivity to the offender's personality; ability to create the appropriate conditions under which further work can be done according to the individual's condition.

In an aggressive communicative environment, a number of situations of open psychological struggle are possible. They are related to the extent of conflict interaction of various degrees. An open psychological struggle arises with a certain contingent of offenders who have characteristic internal positions towards themselves as to the people endowed with certain privileges, and to other people as to lower ones in comparison with them. As far as the investigator is concerned, this position is most often expressed in terms of templates: persecutor, callous, soulless, and biased. Along with the images, there may be situations of threat to the life and health of the investigator. In this case, the offender's internal stance on other people is tougher: people's lives are not considered as a value, other authorities and personalities are not recognized at all. The extreme self-centered inner personal position of the offender in relation to others may at any moment lead to a conflict of different depths, even to the unfolding of violent confrontation. Under psychological struggle, the important professional communicative qualities will be the skills of state self-control, adequate psychological protection, which allows receiving important information in time regardless of the emotional stress of the situation; ability to localize conflict, choose effective interaction strategy [11, p. 94]. The contacts under aggressive communication environment are possible both with offenders and law-abiding citizens (who are in a serious emotional state, and so on). In a rough present-day period of formation and development of the state there are often cases of negative attitude of citizens to the employees of the National Police, which in itself can be the subject of special psychological and sociological research. We turn to the psychological aspect of the analyses of the professional interaction of the investigator with citizens who accuse police officers of failing to fulfill their responsibilities, who refuse to cooperate with law enforcement agencies. These situations cause a negative emotional state for police officers. One of the ways of prevention of unfavorable interaction with citizens, we consider directed formation of communication skills in these situations.

We turn to the psychological aspect of analyzing the professional interaction of the investigator with the citizens who accuse police officers of failing to perform their duties, who refuse to cooperate with law enforcement agencies. These situations cause a negative emotional state of police officers. We consider the purposeful formation of communication skills in such situations to be one of the ways of prevention of unfavorable interaction with citizens.

All the above mentioned situations of professional communication of the investigator are characterized by one mutual parameter – the emergence of the situation of threat, both real, physical and psychological.

Often, the situation of threat automatically triggers a stereotype of responsive behavior

that prevents adequate assessment of what is happening. Therefore, in our opinion, one of the central communicative qualities of the investigator and other officers of the National Police is the self-control of stereotyped and emotional response blocks, which can become barriers to adequate perception of information and sources of inappropriate actions. The investigator must have self-defense mechanisms that can reliably protect the unit of self-worth, but do not become barriers to adequate information perception.

Particular attention is paid to the work of investigators with minors and underage people. V.O. Konovalova suggests that during the interrogation of minors, the following recommendations should be followed: to create the most favorable interrogation environment for establishing psychological contact; be polite and attentive, taking into account the minor's increased self-esteem. Special emphasis should be made on the formulation of questions – they must be in a clear and understandable form, must be accessible to a minor, should take into account the age and intellectual development; no complicated terms should be used; there is to be critical evaluation of the information obtained at the interrogation, and comparing it with the pieces of evidence; the interviewee's attention should be focused on the evidence available in the case for the purpose of preventing falsehood, refusal to testify, condemnation and self-denial [6, p. 119].

The investigator cannot avoid a certain psychological influence on the minor in order to obtain truthful testimony, according to N.L. Borisov. There is nothing illegal and immoral about it (unless the influence contains elements of deception or violence). Regarding the methods of legitimate psychological impact, these are as follows: the method of persuasion (giving information to the interrogated in order to influence his emotions, intelligence, will), the method of exposure (transmission of information to the interrogated to obtain more complete information), the method of legitimate suggestion (by requests, suggestions, tips, requests, warnings, cautions), method of emotional experiment (use of the psychological state of the interrogated), method of example (personal example or message about the positive qualities of the others) [1].

Ukraine is a democratic country that is developing and striving to cooperate with European countries. This involves improving the legislative and judicial systems, including the introduction of pre-trial investigation. The procedure of procedural interview that exists in European countries is offered. In our opinion, this technique is more open in comparison with the recommendations for conducting interrogation in our country. And it requires additional communicative qualities for proper conducting this type of procedure.

Conclusions. Thus, it is possible to schematically describe the structure of the professional communicative competence of the investigator, while identifying three main blocks of requirements for its characteristics:

1. Social perception block. It requires:
 - sensitivity (sensitivity to other people);
 - self-regulation of emotional and stereotype response;
 - the ability to adequately interpret the observed.
2. Information exchange block:
 - ability to rely on both verbal and non-verbal information;
 - ability to manage information processes in personal and group contacts;
 - organizational skills to ensure effective team and partner communication.

The described structure is of great interest to us as a guideline in the formation of the necessary professional qualities of the National Police employees. For acquisition of complex professional communicative qualities, it is insufficient for cadets and students of corresponding specialties to grasp theoretical courses in legal psychology [7, p. 84].

Developing communication skills in future National Police officers is possible when introducing active learning methods that link theoretical schemas to specific patterns of behavior in the educational process. To gain this goal, we propose a multi-stage system of specialists training, which is a logically connected series of stages of social and psychological training, quest tasks that ensure the development of the personality of the specialist and the formation of the necessary professionally communicative qualities [8, p. 123].

The system is based on the principles of social and psychological training, developed by a number of psychologists [4, 5, 12] and includes:

- 1) Perceptually orientated training of sensitivity. The purpose is to increase sensitivity to involuntary non-verbal manifestations of the communication partner.
- 2) Training of affiliate communication. The purpose is to develop the skills of partnership.

3) Training of effective cooperation in the group. The purpose is to form the skills of successful interaction in the group, organization of group activities, favourable distribution of roles.

4) Training of interaction in an aggressive environment. The purpose is to acquire the skills of self-control of behavior in the situation of conflict of interests, attitudes, unmotivated aggression.

5) These topics are presented as active learning tools, which provide experience of professional communication situations. Employees have gained similar experience of situation analysis over the years. In the system of trainings and quests it is possible to achieve the targeted formation of professional communicative competence in a short period of time, and therefore to increase the professional skills.

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Summary

The objective analysis of the activities of pre-trial investigation officers allows us to describe the classes of professional communication situations that require them to have appropriate professional communicative competence.

In the article, we offer the analysis of the «chain» of activities of the National Police employee on the example of the investigator's activity in terms of professional communicative qualities necessary for the professional performance of his professional activity. The main components of these competencies were identified and the specific communication skills of the staff of pre-trial investigation bodies were considered, taking into account the requirements of the present. Much attention is paid to the ability to consciously manage verbal and non-verbal expressions of emotions, to conduct constructive dialogue with both offenders, and with minors (underage people) and other categories of citizens. The article considers the essence of the content of professional communication of investigators, its components, distinguishes specific characteristics of professional communication in the activities of the employees of pre-trial investigation bodies. Attention is focused on improving the communicative competence of National Police officers by conducting social and psychological training, which in its turn contributes to the professional skills of the specialists.

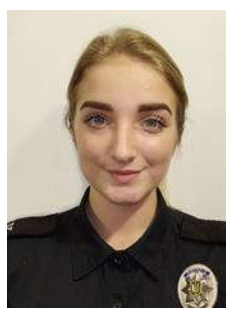
Keywords: *communicative competence, aggressive environment, communicative skills, minors (underage people), social perception, training.*

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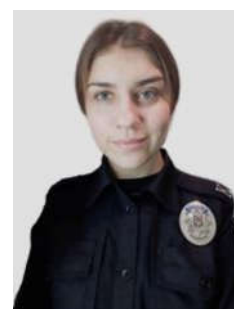
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USE OF INFORMATION TECHNOLOGIES AS A MEANS OF INCREASING MOTIVATION WHEN LEARNING FOREIGN LANGUAGE IN NON-LINGUISTIC HIGHER EDUCATION INSTITUTIONS

Ганна Декусар, Олена Дишканти, Вікторія Дегтяр. ВИКОРИСТАННЯ ІНФОРМАЦІЙНИХ ТЕХНОЛОГІЙ ЯК ЗАСІБ ПІДВИЩЕННЯ МОТИВАЦІЇ ПРИ ВИВЧЕННІ ІНОЗЕМНОЇ МОВИ У ВИЩИХ НАВЧАЛЬНИХ ЗАКЛАДАХ НЕФІЛОЛОГІЧНОГО ПРОФІЛЮ. Освітні реформи, які проводяться в нашій країні, поряд із розробкою нових освітніх стандартів, зумовили необхідність зміни методики викладання іноземної мови в університетах. Підвищення мотивації студентів, підвищення інформаційної спроможності навчального процесу, застосування та активізація сучасних методів навчання, а також використання нових навчальних посібників та технологій – основні завдання, які стоять

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